



Indian Navy

MEMORANDUM OF UNDERSTANDING

The Memorandum of Understanding, MoU has been signed between

Indian Navy

&

Bank of Baroda

On 21st December 2020 at New Delhi, India

For extending Baroda Military Salary Package offerings to

Indian Naval Serving Personnel and Veterans.

Signed by
Vikramaditya Singh Khichi
Executive Director

Signed by
Girish K Garg
Rear Admiral
ACOP (AC)



INDIA NON JUDICIAL

Government of National Capital Territory of Delhi

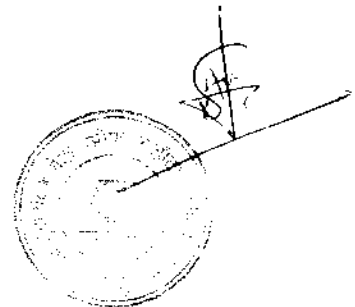
e-Stamp

सत्यमेव जयते

Certificate No.	: IN-DL18889199917140S
Certificate Issued Date	: 17-Dec-2020 03:21 PM
Account Reference	: NONACC (BK)/ dlbobbk02/ PARLIAMENT/ DL-DLH
Unique Doc. Reference	: SUBIN-DLDLBOBBK0241850334866459S
Purchased by	: BANK OF BARODA
Description of Document	: Article 5 General Agreement
Property Description	: NA
Consideration Price (Rs.)	: 0 (Zero)
First Party	: BANK OF BARODA
Second Party	: INDIAN NAVY
Stamp Duty Paid By	: BANK OF BARODA
Stamp Duty Amount(Rs.)	: 100 (One Hundred only)



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Statutory Alert:

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3. In case of any discrepancy please inform the Competent Authority.

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is made on **21st day of December' 2020** between **Indian Navy**, represented by **Cmde Neeraj Malhotra, Cmde (P&A)** having its headquarters at **IHQ of Ministry of Defence (Navy), Directorate of Pay & Allowances, Talkatora Stadium, New Delhi -110001** (hereinafter called the Indian Navy which expression shall unless the context otherwise requires include its successors/legal heirs/administrators/Executors and permitted assigns).

AND

Bank of Baroda, a nationalized public sector bank since 1969 and carrying on the business of banking under the Banking Regulation Act 1949 having its registered office at **Baroda Bhavan, 7th Floor, RC Dutt Road, Vadodara-390 007, Gujarat** (hereinafter called "**Bank of Baroda**" which expression shall, unless the context otherwise requires include its successors in business) through **Shri Ashwini Kumar, General Manager, Government Business Department, Bank of Baroda**.

WHEREAS

(a) The **Indian Navy**, in its efforts to simplify and streamline the **salary and pension** disbursement procedure and to make available modern banking facilities to its personnel, has decided to accept the proposal submitted by Bank of Baroda.

(b) **Bank of Baroda**, possessing technologically advanced infrastructural facilities, has offered to provide banking services as detailed below to the Indian Navy personnel operating their Salary / Pension accounts with the Bank.

Now, therefore, this Memorandum of Understanding witnessed as under:

Both parties have agreed as follows:

1. PERIOD OF MOU

This **MOU** shall be operative for a period of **three** years w.e.f. **21st day of December' 2020**, with an option to review every year for any amendment/ addition/ deletion of features of the Baroda Military Salary package.



A handwritten signature in black ink, appearing to be "Neeraj Malhotra", is written over a horizontal dotted line.



શ્રી અશ્વિની કુમાર
Bank of Baroda
General Manager, Government Business Department

2. CREDIT OF SALARY or PENSION

(a) The Bank undertakes to credit into the account of all Indian Navy personnel who may be holding their accounts in various branches at various locations of the Bank, their salary by last working day of the month or on the dates which may be communicated in writing by the Paying Authority. The salary cheque(s)/ advice as well as the Bank account details are to be furnished by the Paying Authority three working days before the date of actual disbursement of salary, as per the medium and format acceptable to the Bank. The Bank will arrange timely clearance of the cheque(s) and ensure that the salary is credited to respective accounts and is available for withdrawal at the start of the normal banking hours on the scheduled date of disbursement of salary.

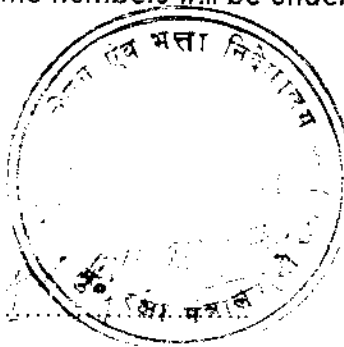
(b) **Sundry payments during the month:** All other sundry payments during the month are also to be remitted to individual account holders as per details provided by Paying Authority. For all non-salary payments, money will be transferred to respective accounts within 24 hours/one working day of realization of cheque. For postings done by Paying Authority through Corporate Internet Banking, the transactions will be carried out as scheduled at the time of upload. In case of failed transaction(s), details of the accounts along with amount where money could not be transferred will be intimated in writing to the Paying Authority within two working days by the Bank.

Bank of Baroda will not charge any commission or service charges for the services rendered at 2 a) and 2 b) above. BANK OF BARODA will also arrange for credit of salaries and sundry payments to account holders of other Banks through RBI's platform, Real Time Gross Settlement (RTGS) and National Electronic Funds Transfer (NEFT). BANK OF BARODA will however not be held liable for any delay / non-credit of salaries and sundry payments on time for reasons attributable to other parties.

(c) Existing salary accounts of Indian Navy Employees will be converted to **Baroda Military Salary Package** accounts subject to an application-cum-undertaking to be submitted by the account holder as per specimen attached in **Annexure 3**.

A 'No Dues' Certificate will be issued by BANK OF BARODA in the event of a Baroda Military Salary Package Account-holder is desirous of changing his/her account to another Bank for credit of salary. Specimen 'No Dues Certificate is as per Annexure 4.

(d) **All new accounts being opened by BANK OF BARODA in the training academies/Centre's will be opened as Baroda Military Salary Package on receipt of temporary numbers (for training) by training academies/Centre's and on receipt of service numbers, the amendments in the numbers will be undertaken by BANK OF BARODA.**



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(e) **Indian Navy does not undertake any liability for loans given by BANK OF BARODA to Indian Navy personnel in their individual capacities.** The Indian Navy will not be impleaded in any claim, action, lawsuit which an account holder may file against BANK OF BARODA or vice versa i.e. which BANK OF BARODA may file against the account holder. However, Indian Navy will provide information about defaulters as regards their current postal address maintained in the records subject to denial due to exigencies of service/ security considerations.

3. FACILITIES TO ACCOUNT HOLDERS

Indian Navy shall undertake to treat Bank of Baroda as a preferential banker and circulate this to all its members, though Indian Navy does not take commit/take responsibility on the number of accounts opened under this MoU arrangement. In lieu of the above the Bank undertakes to provide these special bouquet of customized products suitable for Indian Navy personnel.

Baroda Military Salary Package offerings for salaried personnel or pensioner

- ✓ For regular employees of Indian Navy the scheme will be applicable after credit of one month salary and employee maintains it as a salary account (regular monthly credit of salary).
- ✓ For pensioners, the scheme will be applicable after credit of one month pension in the pensioners' account of Indian Navy and thereafter regular pension is credited in the account.

a) Salary Savings account with Zero balance

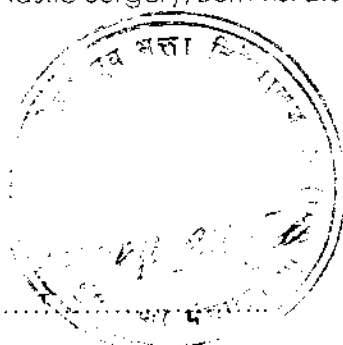
b) Personal Accidental Offerings as under:

i) For Active Indian Navy Personnel -

Eligible Age Min entry age: 18 years

Max Age: 60 Years or retirement whichever is earlier

- ✓ Personal Accident Death Cover up to Rs. 50.00 Lakhs* (On duty up to Rs 50.00 Lakhs & Off duty Rs. 40.00 Lakhs)
- ✓ Personal Accident Insurance covering age between 18 years to 60 years
- ✓ Permanent Total Disability up to Rs. 40.00 Lakhs*
- ✓ Permanent Partial Disability up to Rs. 20.00 Lakhs
- ✓ Air Accidental Insurance Cover up to Rs. 100.00 Lakhs**
- ✓ Inclusion of deaths in active operations
- ✓ Girl Child Marriage Cover (18 - 25 years) 10% of Base PAI cover
- ✓ Higher Education Cover 10% of Base PAI cover
- ✓ Transportation of dead body -Actuals or Rs. 50,000 whichever is lower
- ✓ Cost of Plastic Surgery/Burn Rs. 2.00 lakhs



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ii) For Retired Indian Navy Personnel -

- ✓ Age Min 60 Years or retirement age whichever is earlier Max Age – 70 Years
- ✓ Personal Accident Death Cover (PAI) Rs. 40 Lakhs
- ✓ Permanent Total Disability Cover (PTD) Rs. 40 Lakhs*
- ✓ Permanent Partial Disability Cover (PPD) Rs. 20 Lakhs*
- ✓ Inclusion of deaths in inactive operations – No

*important terms and conditions:

a. Base PAI cover is Rs. 40 Lakhs

b. Maximum Personal Accident Insurance Cover available is either 10 times of gross annual income of account holder or any of the above-mentioned applicable insurance coverage, whichever is less.

c. Air tickets should be booked with our Bank's debit card & Air Insurance could not be less than base cover.

d. The Higher Education cover will be applicable only for Graduation courses 10% of Base Cover (PAI) and claim amount will be credited in the Savings account of Nominee.

e. The Girl child marriage cover is 10% of Base Cover (PAI) and claim amount will be credited in the Savings account of Nominee.

c) Offers in Loan facilities:

- ✓ Salary Overdraft maximum upto Rs. 3.00 Lakhs (Annexure 5)
- ✓ 100% waiver on processing charges of Housing Loan, Auto Loan, Education Loan Mortgage Loans and Personal Loan
- ✓ Concession of 0.25% Rate of Interest in applicable ROI on Auto Loan for the Account holders who have availed Home Loan

d) Free- Debit card:

- ✓ Cash withdrawal limit upto Rs. 50,000/- per day at BoB ATMs
- ✓ Cash withdrawal limit at other Banks ATM as per RBI regulation
- ✓ Purchase limit of Rs. 2,00,000/- per day (POS)
- ✓ Lifetime Free VISA Platinum Debit Card.
- ✓ Additional Free SELECT Variant of Rupay Debit card for Senior officials. (Additional Rs.10 Lakh Personal Accident Insurance cover under SELECT Debit Card)
- ✓ On the Fly Debit card - Pre-Approved Personal Loan with easy EMI on swipe of Debit Card at all major stores (Reliance Digital, Croma etc.)

e) ATM facility:

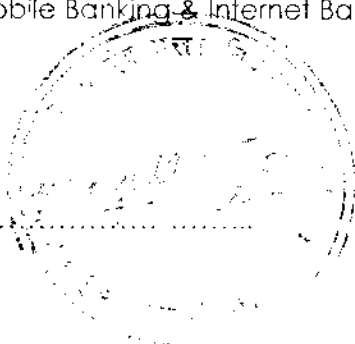
- ✓ **Free - Unlimited transactions at all Bank ATM's**
- ✓ Cash on Mobile ATM's: Card-less cash withdrawal service from ATM's
- ✓ We also propose to deploy ATM/ Cash Recycler at the key locations as deemed fit by Indian Navy.

f) Other facilities:

- ✓ Free Remittances - NEFT/RTGS
- ✓ Free - Mobile Banking & Internet Banking



Indian Navy



Bank of Baroda

- ✓ Free – Unlimited Demand Draft/Banker's Cheque
- ✓ Lockers- 50% discount on locker rentals
- ✓ 100% waiver in Demat Annual Maintenance Charges
- ✓ 75% waiver on issuance charges for Gift and Travel card
- ✓ Baroda m-invest: Investing online in various Mutual Fund through Mobile App
- ✓ Online FDR opening: Facility of opening Fixed deposit online through Mobile banking and internet banking is available
- ✓ Digital mode of Payment Facility: BHIM Aadhaar Baroda Pay, BHIM App, Bharat Bill Payment services

g) Credit Card:

- ✓ Life time free Credit Card subject to eligibility criteria. Different card variants based on salary band
- ✓ Additional Air Accident Insurance in the range between Rs. 15.00 Lakhs and Rs. 50 Lakhs is available under all variants of Credit Card

The facilities under Baroda Military Salary Package is detailed in ANNEXURE 1.

3. DISSEMINATION

The MoU, once entered into by both Parties, will be widely disseminated to all ranks and pensioners by means of service letters, Indian Navy Data Network, Internet or any other means.

4. TERMINATION

- a. in the event of termination of the MOU before its terms as per **Para 1** earlier, the disbursement of salaries to the individual may continue through the Bank, at the discretion of the Bank, as an ordinary account holder, without any special salary benefits under this MOU
- b. This MOU may be terminated by either party by giving three months advance notice of termination in writing to the other Party (the "Defaulting Party") provided:-

If the Defaulting Party has committed a material breach of any term of this agreement and has failed to remedy such breach (if capable of remedy) within thirty (30) days after notice from the other party to do so

Or

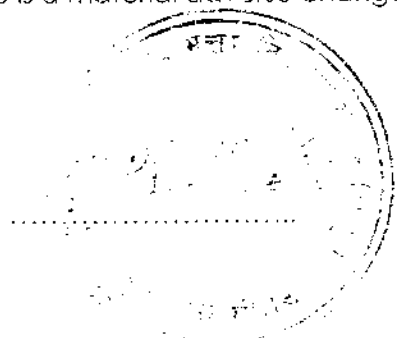
If the Defaulting party repeatedly commits the same breach of any of the terms of this MOU, then the MOU may be terminated without any further notice.

Or

If there is a material adverse change in any applicable law affecting Banks generally.



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5. RECALL OF SALARY DISBURSED

In exceptional circumstances, the **Indian Navy** may recall the salary erroneously disbursed to deserters or delinquent personnel. Upon written request of the **Indian Navy** communicating specific details of personnel, bank account, period and amount, and further subject to availability of funds in the specified account, the **Bank of Baroda** will comply with the request and refund the amount to the **Indian Navy through Demand Draft or through Electronic mode of transfer to department's account. BANK OF BARODA** will not be liable or be held accountable for any consequential or related action arising from the act of debiting the specified amount and refund of amount to the **Indian Navy**. Pending refund of the amount recalled, **Bank of Baroda** may freeze all transactions to the concerned salary account for limited time/ period to prevent fraudulent withdrawals from it.

6. PENSION PAYMENTS

BANK OF BARODA on its part will arrange to make pension disbursements in compliance with instructions issued by Government of India from time to time.

7. INDIAN NAVY BANKING COMPLAINT REDRESSAL AND REVIEW MECHANISM

(a) A Review Mechanism is in place for complaints and other pending issues. All pending issues will be reviewed on a quarterly basis. The Review Committee will consist of the Complaint Redressal Committee of the Bank and include an official duly appointed by the Indian Navy Headquarters.

(b) Apart from the above, the Bank also has a very well laid down policy on Customer Grievance Redressal. This policy covers all types of customers including pensioners. It also covers the timeframe for redressal as well as various channels available for lodging the complaints. The policy details are available at Bank's website for public information. The **Baroda Military Salary Package** holders have the additional option to use such channels for redressal of their individual grievances/ complaints.

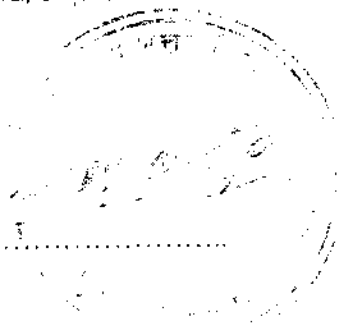
(c) In the event that a dispute remains unresolved, it may be referred to the Banking Ombudsman appointed by RBI under the Banking Ombudsman Scheme, if the same can be entertained by the Banking Ombudsman as per the scheme.

8. PUBLICITY

Bank of Baroda may publish/market about its services extended to Indian Navy personnel under this MOU and/or promote its business objectives from time to time.



Indian Navy



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9. PERSONAL & ACCIDENTAL INSURANCE – CLAIM MECHANISM

The Nominee / Next of Kin to submit the required documents to the Bank Branch. The Bank Branch will forward the same to the Insurance Partner. The detailed claim mechanism is mentioned in **Standard Operating Procedure (Annexure 2) and various claim forms as per Annexure 6 to 15.**

10. AMENDMENT

Any provisions of this MOU may be amended, waived, discharged or terminated (in each case) only by an instrument in writing signed by or on behalf of the party against whom enforcement of the amendment, waiver, discharge or termination is sought. No breach of or default under any of the provisions of this MOU by either party may be waived or discharged without the other party's written consent thereto.

11. NOTICES

Each notice, demand or any other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one party to the other party by Registered Post, telex, facsimile, hand or official insurer email to the address or numbers mentioned in **Standard Operating Procedure (Annexure 2)** or such other address and numbers as one party may inform the other in writing.

12. MISCELLANEOUS

(a) In the event any **Baroda Military Salary Package** account holder desires to change his salary account from BANK OF BARODA to some other Bank, **'No Dues' Certificate will be issued by BANK OF BARODA. The 'No Dues' Certificate will be issued within 72 hours (3 days of receiving the application). If the branch fails to issue the NOC within the stipulated time of 72 hours, the Baroda Military Salary Package Account holder will assume that BANK OF BARODA has no dues and will be at liberty to change his salary account from BANK OF BARODA to some other Bank.**

(b) In the event of non - credit of salary for more than three months in the **Baroda Military Salary Package** account and default in loan accounts of any personnel, Bank has the discretion to convert such account to normal Saving Bank account and shall withdraw all benefit extended to the **Baroda Military Salary Package** account holder.

(c) The Bank will consider the installation of ATMs, and setting up of branches / extension counters at locations that are mutually convenient. The Indian Navy on its part will make efforts to provide space for setting up ATMs and Branches which is suitable for the Bank's



Indian Navy

[Signature]

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requirements. The space, if available, will be provided on rent as mutually agreed by both the parties. If **Indian Navy** is unable to provide so, **Bank of Baroda** shall try to find the suitable place to set up its ATMs. In such an event, if **Bank of Baroda** is also unable to get such space, Bank of Baroda shall not be liable to set up ATMs as contained above. Bank of Baroda shall use its best efforts to procure such space should Indian Navy fail to provide the space.

(e) As regards "**Know Your Customer norms**", a certificate/ letter issued/ countersigned by the authorized signatory from the individual's unit, certifying the identity and present address of the personnel, will be acceptable to the Bank. In addition, as per recent RBI guidelines, Aadhaar & PAN are no longer in the list of Officially Valid Documents (OVDs) but these two documents have been made mandatory submit to the bank.

13. Bank of Baroda is committed to the business development with Indian Navy and will continuously strive to improve the offerings through the Bank of Baroda Military Salary Package. These improvements will be applicable to all the Baroda Military Salary Package accounts.

In witness whereof, each Party has scribed their respective hands through its duly authorized representative.

Signed on behalf of Indian Navy
Headquarters



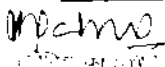
(Cmde Neeraj Malhotra)
Cmde (P&A)

Date: 21.12.2020

Place: New Delhi

(Neeraj Malhotra)
Commodore
Commodore (Pay & Allowance)
JHQ MoD (Navy)

Witness:

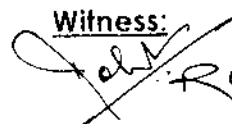


Signed on behalf of
Bank of Baroda



(Shri Ashwini Kumar)
General Manager

Witness:



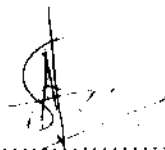
ROHIT GUPTA CHIEF MANAGER



SHRUTI SINGH
SENIOR MANAGER



Indian Navy



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Bank of Baroda

Annexures

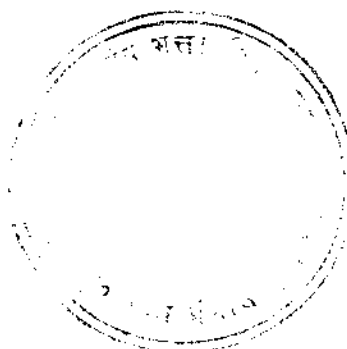
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Annexure 1 – Product Details

1	Eligibility Criteria	<p>Salaried or Pensioner of Indian Navy</p> <ul style="list-style-type: none"> ✓ For regular employees of INDIAN NAVY the scheme will be applicable after credit of one month salary and employee maintains it as a salary account (regular monthly credit of salary). ✓ For pensioners the scheme will be applicable after credit of one month pension to the pensioners' account of INDIAN NAVY and thereafter regular pension is credited in the account.
2	Minimum balance	Nil
3	Personal Accident Insurance offerings	<p>A) For Active INDIAN NAVY Personnel -</p> <p>Eligible Age Min entry age: 18 years Max Age: 60 Years or retirement whichever is earlier</p> <ul style="list-style-type: none"> ✓ Personal Accident Death Cover (PAI) Rs. 50 Lakhs* On duty Rs. 50 Lakhs Off duty Rs. 40 Lakhs ✓ Permanent Total Disability Cover (PTD) Rs. 40 Lakhs* ✓ Permanent Partial Disability Cover (PPD) Rs. 20 Lakhs* ✓ Air Accidental Insurance Cover Rs. 100 Lakhs* ✓ Inclusion of deaths in active operations Yes ✓ Girl Child Marriage Cover (18 - 25 years) 10% of Base PAI cover* ✓ Higher Education Cover 10% of Base PAI cover* ✓ Transportation of dead body Actuals or Rs.50,000/- whichever is lower ✓ Cost of Plastic Surgery/Burn Rs.2 Lakhs <p>*Important terms and condition:</p> <p>a. Base PAI cover is Rs. 40 Lakhs</p> <p>b. Maximum Personal Accident Insurance Cover available is either 10 times of gross annual income of account holder or any of the above-mentioned applicable insurance coverage, whichever is less.</p> <p>c. Air tickets should be booked with our Bank's debit card & Air insurance could not be less than base cover.</p> <p>d. The Higher Education cover will be applicable only for Graduation courses 10% of Base Cover (PAI) and claim amount will be credited in the Savings account of Nominee.</p> <p>e. The Girl child marriage cover is 10% of Base Cover (PAI) and claim amount will be credited in the Savings account of Nominee.</p> <p>B) For Retired Defence Personals :</p> <p>Age Min 60 Years or retirement age whichever is earlier Max Age – 70 Years</p> <ul style="list-style-type: none"> ✓ Personal Accident Death Cover (PAI) Rs. 40 Lakhs ✓ Permanent Total Disability Cover (PTD) Rs. 40 Lakhs* ✓ Permanent Partial Disability Cover (PPD) Rs. 20 Lakhs* ✓ Inclusion of deaths inactive operations - No ✓ The pensioners will be covered under Banks Civilian Personal Accidental Insurance
4.	Cheque books	Free - Unlimited Cheque books
5	Remittance	NEFT/RTGS free for online & through branch
6.	Demand Draft/Banker's Cheque	Unlimited Free
7.	ATM withdrawals	Free unlimited transactions at all Bank ATM's
8	Lockers	Discount up to 50 % on locker rentals
9	Debit Card	<p>Free VISA Platinum Debit Card for lifetime.</p> <p>Additional Free SELECT Variant of Rupay Debit card for Senior officials. (Additional Rs.10Lakh Personal Accident Insurance cover under SELECT Debit Card)</p>
10	Credit card	<p>Free Life Time Credit Card subject to eligibility criteria. Different Card variants based on Salary band.</p> <p>Additional Air Accidental insurance in the range of Rs 15 Lakhs to Rs 50 Lakhs is available under all variants of Credit Card.</p>

11	Waiver in processing charges under Housing Loan, Auto Loan, Education Loan, Mortgage Loans and Personal Loan	100 % waiver on processing charges.
12	Concession in Rate of Interest for Auto Loans	For the Account holders who have availed Home Loan, a concession of 0.25% in applicable ROI of Auto Loan
13	Digital Lending	Digital Lending in straight through process will be made available soon.
14	On the Fly Debit Card EMI	Pre-Approved Personal Loan with easy EMI on swipe of Debit Card on all major stores
15	Discount on Depository Services/ Demat AMC	100% waiver in Demat Annual Maintenance Charges.
16	Other Benefits	Free Alerts.
17	Other Benefits Relationship Manager	Sweep facility available on specific request.
		75% waiver on issuance charges for Gift/Travel card
		Free Mobile Banking
		RM with Wealth management advisory services for account holders enrolled as Radiance Customers.
18	Internet Banking/Mobile Banking	Free
19	Auto Enrolment in Baroda Radiance for senior officials (grade of ACP and above)	<ul style="list-style-type: none"> • Various discounts on service charges. • Free Baroda World Debit card with host of lifestyle benefits. Senior Relationship Manager to handle the operational issues and Investment portfolio according to risk-profiling
20	Baroda Wealth Solution	Facility to invest online in various Mutual Fund through Mobile App
21	Online FDR opening	Facility of opening Fixed deposit through Mobile/Internet banking online is available
22	Cash on Mobile	Card-less cash withdrawal service from ATM's
23	Digital mode of Payment	Facility of Digital mode of Payment like BHIM Aadhaar Baroda Pay, BHIM App, Bharat Bill Payment services
24	Life Insurance Facility	Various Life insurance scheme is available through our insurance partner India First Life Insurance.
25	Health Insurance Facility	Various Health insurance option available on lowest premium through various insurance partner.
26	Tax Benefit Schemes	Available under
		Senior Citizen Saving Scheme(Age-55 years & above)
		Public Provident Fund
		ELSS (Equity linked Saving) Scheme
27	Overdraft Facility	Submission of 15(G) 15 (H) through mobile
		Available immediately after two salary credit. Maximum- Rs. 3 Lacs (avg. of two months net salary)
		Rate of Interest: BRLLR + S.P. + 3%
		(Current BRLLR- Baroda Repo Linked Lending Rate: 6.85% p.a. applicable since 01.11.2020, S.P. – Strategic Premium: 0.25% p.a.)



Standard Operating Procedure for Baroda Military Salary Package

SOP covers Salary Account opening, Terms and conditions for Insurance offerings and procedure for Claim Settlement for the Insurance offerings.

1. The Baroda Military Salary Package will be extended to the existing account holder or new accounts holder (Salaried Personnel or Pensioner of INDIAN NAVY)

- ✦ Existing salary accounts of INDIAN NAVY Personnel or pension accounts of pensioner will be converted to **BARODA MILITARY SALARY PACKAGE** account subject to an application-cum-undertaking submitted by the account holder as per specimen attached in **Annexure- 3**.
- ✦ A 'No Dues' Certificate will be issued by BANK OF BARODA if existing Salary Account-holder desires to shift his/ her salary account to another bank. Specimen 'No Dues Certificate' is enclosed as Annexure 4.
- ✦ **New Accounts opened by BANK OF BARODA in the Training Academies / Centers will be opened in Baroda Military Salary Package on receipt of temporary numbers (for training) by Training Academies / Centers and on receipt of service numbers the amendments in the numbers will be undertaken by BANK OF BARODA.**
- ✦ **Baroda Military Salary Package** - As regards "Know Your Customer norms", a certificate/ letter issued/ countersigned by the authorized signatory from the individual's unit, certifying his identity and present address, will be acceptable to the Bank. In addition, Aadhaar Card and PAN card are the two documents which need to be submitted to the bank for account opening. Account opening will be as per the guidelines issued by our bank from time to time. In absence of Aadhaar card any other valid KYC document as per RBI guidelines can be accepted.

2. INSURANCE OFFERINGS

Personal Accident Insurance offerings for active Personnel:

Insurance Offerings	Baroda Military Salary Package
Personal Accident Death Cover (PAI)	Rs. 50 Lakhs* On duty Rs. 50 Lakhs Off duty Rs. 40 Lakhs
Age	Min entry age: - 18 years Max Age: - 60 Years or retirement whichever is earlier
Permanent Total Disability Cover (PTD)	Rs. 40 Lakhs*
Permanent Partial Disability Cover (PPD)	Rs. 20 Lakhs*
Air Accidental Insurance Cover	Rs. 100 Lakhs*
Inclusion of deaths in active operations	Yes
Girl Child Marriage Cover (18 - 25 years)	10% of Base PAI cover*
Higher Education Cover	10% of Base PAI cover*
Transportation of dead body	Actuals or Rs. 50,000/- whichever is lower
Cost of Plastic Surgery/Burn	Rs. 2 Lakhs

Personal Accidental Offerings for retired Employees are as under:

Insurance Offerings	Baroda Military Salary Package
Personal Accident Death Cover (PAI)	Rs. 40 Lakhs
Age	Min 60 Years or retirement age whichever is earlier Max Age - 70 Years
Permanent Total Disability Cover (PTD)	Rs. 40 Lakhs*
Permanent Partial Disability Cover (PPD)	Rs. 20 Lakhs*
Inclusion of deaths in active operations	No
The pensioners will be covered under Civilian Personal Accidental Insurance Scheme which is applicable to Baroda Government Employees Salary Account scheme	

***Important terms and conditions for claims:**

1. Base PAI cover is Rs. 40 Lakhs.
2. Maximum Personal Accident Insurance Cover available is either 10 times of gross annual Income of account holder or any of the above-mentioned applicable insurance Coverage, whichever is less.
3. Air tickets should be booked with our Bank's debit card/ Internet Banking.
4. The Higher Education cover will be applicable only for Graduation courses 10% of Base Cover (PAI) and claim amount will be credited in the Savings account of Nominee.
5. The Girl child marriage cover is 10% of Base Cover (PAI) and claim amount will be credited in the Savings account of Nominee.
6. The Girl child marriage cover will be applicable only between age 18 years to 25 years, on submission of relationship document and Birth Certificate.
7. Permanent Total Disablement (PTD) is in event of injury occurring to the insured's Account holder, solely and directly from accident caused by external, violent and visible means within 12 calendar months of its occurrence resulting in total irrecoverable loss as total permanent disablement, the claim will be settled as per IRDA guidelines.

STANDARD EXCLUSIONS UNDER THE POLICY:

THE FOLLOWING EXCLUSIONS NEED TO BE TAKEN NOTE OF BESIDES THE OTHERS AS PER THE STANDARD GROUP PERSONAL ACCIDENT CLAUSE:

1. Payment of compensation in respect of Death, Injury or Disablement of the Insured person
 - (i) from intentional self-injury, suicide or attempted suicide,
 - (ii) whilst under the influence of intoxicating liquor or drugs
 - (iii) directly or indirectly caused by venereal diseases, aids or insanity,
 - (iv) arising or resulting from the insured person committing any breach of law with criminal intent.
 - (v) whilst engaging in Aviation or Ballooning whilst mounting into, dismounting from or traveling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world
2. Payment of compensation in respect of Death, Injury or Disablement of the Insured person due to or arising out of or directly / indirectly connected with or traceable to: War, Invasion, Act of foreign enemy, Hostilities (whether war be declared or not), Civil War, Rebellion, Revolution, Insurrection, Mutiny, Military or Usurped Power Seizure, Capture, Arrests, Restraints and Detainments of all kinds, princes and people of whatsoever nation condition or quality.
3. Payment of Compensation in respect of death of, or bodily injury or any disease or illness to the Insured person –
 - (i) Directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
 - (ii) Directly or indirectly caused by or contributed to by or arising from nuclear weapons material.
4. The Insurance under this Policy shall not extend to cover death disablement resulting directly or Indirectly caused, contributed to or aggravated or prolonged by childbirth or pregnancy or in consequence thereof

Claim settlement in Permanent Total Disablement will be the 100% of the Sum insured Opted will be paid.

Sr. no	Table of Benefits: Permanent Total Disability	Percentage of Capital Sum Insured
1	a) Loss of sight (both eyes)	100
	b) Loss of two limbs	100
	c) Loss of one limb and one eye	100
	d) Permanent Total and absolute disablement as certified by Medical Practitioner	100

- Permanent Partial disablement (PPD) is in event of injury occurring to the insured's Account holder, solely and directly from accident caused by external, violent and visible means within 12 calendar months of its occurrence resulting in total and or partial irrecoverable loss of use or the actual loss by physical separation where a part of the body becomes permanently disabled (i.e. partial loss as defined by IRDA)

Claim Settlement in Permanent Partial Disablement will be as per the below mentioned table:

SR NO	Table of Benefits: Permanent Partial Disability	Percentage of Capital Sum Insured
A	Loss of sight of one eye	50
B	Loss of one limb	50
C	Loss of toes-all	20
D	Great-both phalanges	5
E	Great-one phalanx	2
F	Other than great, if more than one toe lost each	1
G	Loss of hearing – both ears	50
H	Loss of hearing – one ear	15
I	Loss of Speech	50
J	Loss of four fingers and thumb of one hand	40
K	Loss of four fingers	35
L	Loss of thumb-both phalanges	25
M	Loss of thumb-one phalanx	10
N	Loss of index finger	
	i) Three phalanges	10
	ii) Two phalanges	8
	iii) One phalanges	4
O	Loss of middle finger	
	i) Three phalanges	6
	ii) Two phalanges	4
	iii) One phalanges	2
P	Loss of ring finger	
	i) Three phalanges	5
	ii) Two phalanges	4
	iii) One phalanges	2
Q	Loss of little finger	
	i) Three phalanges	4
	ii) Two phalanges	3
	iii) One phalanges	2
R	Loss of Metacarpals	
	(i) First or second (additional)	3
	(ii) Third, fourth or fifth (additional)	2
S	Any other permanent partial disablement	% as assessed by Medical Practitioner

- The terms and condition for Insurance claims will be applicable as per IRDA norms.
- For the claim settlement in case of Partial disability sometime the difference arises due to interpretation of the same by INDIAN NAVY Doctor and IRDA guidelines for settlement of claims, in such cases certification by INDIAN NAVY medical practitioner will be sufficient for disability cover (Permanent/Partial) for a claim settlement. However in case of difference in opinion between INDIAN NAVY and civil medical practitioner decision will be taken based on bilateral confirmation with Insurance company's panel doctor.
- In case any dispute arises due to difference in opinion between INDIAN NAVY and Civil medical practitioner the decision will be taken based on bilateral confirmation with insurance company's panel doctor. For example: If by an accident a limb has been injured by a bullet wound and the person is declared disabled by INDIAN NAVY practitioner (without limb being amputated). In such cases report issued by the INDIAN NAVY practitioners will be taken into consideration for the claim settlement.
- It is to be noted that report issued by the medical practitioner of INDIAN NAVY should be disablement report and not an physical fitness report (i.e. whether the claimant is fit for the INDIAN NAVY operations or not)

PERSONAL ACCIDENT INSURANCE & OTHER INSURANCE COVER – CLAIM MECHANISM

(I) CLAIM INTIMATION

All the claims of the Insured will be intimated by the Nominee / Next of Kin to the Branch. Nominee / Next of Kin to submit the required documents to the Bank Branch. The Bank Branch will forward the same to Insurance Partner.

On receipt of the intimation, the Claim will be registered and the Insurance Company will provide a Letter of Requirements.

The notification of claim shall include:

- Brief note on incident (Including Date & Time of incident)
- Details of the Affected Customer Account/name of the concerned person/ contact details of the Nominee to be contacted.
- Claim intimation should be within **Ninety (90) days** from the date of accident. Further no claims should be rejected on account of delay in intimation claims/ submission of claims documents as per IRDAI regulations.

Dept. - Personal Accident for Bank of Baroda A/c holders through Baroda Military Salary Package Accounts

Branch Manager of the Bank where the account exists will send duly filled, signed & stamped claim form along with all the relevant claim documents required to the Insurance Company.

Claim Documents once received will be scrutinized and the same will be submitted to Insurer.

The Claimant/Nominee shall arrange for submission of the following documents towards substantiation of the claim within 180 days from date of intimation of claim for onward submission:

1. All supporting documents relating to the claim must be submitted within one eighty (180) days from the date of intimation.
2. The eligible claims will be settled in ten (10) working days from the date of receiving the complete documents set.
3. In case documents are not received within one eighty (180) days of claim intimation, 1st reminder, hard copy letter will be issued to Member Bank, followed by an email communication.
4. 2nd reminder hard copy letter will be sent after (190) days from claim intimation followed by an email.
5. Closure letter, hard copy letter will be sent to Bank after one year from the date of claim intimation in case of no communication received from Bank.

INVESTIGATOR APPOINTMENT (SPECIFIC CASES THAT NEED DETAILED INVESTIGATION)

- (i) Based on the merit of the claim, Insurer's investigation team shall be appointed. TAT: T +3 (T is the day on which the claim documents received from the Bank).
- (ii) In 30 days, Investigation report will be finalized. If there is a delay because of the some more facts, an interim report will be requested.

CLAIMS FOLLOW UP / PROCESSING

The reminders shall be sent by Insurer to Bank at regular intervals for pending claim documents, a communication via letter in hard copy / email will be sent to client with defined timeline.

Reminder process would be same for the document's deficiency also.

1st reminder T+180 days

2nd reminder T+190 days

Closure Letter T+365 days

T is Date of Intimation

CLAIM PAYMENT

Once the claim is approved the payment in the form of **NEFT** shall be done to the account holder beneficiary (in case of Disabement) / to Nominee or legal heir (in case of Death) along with a covering letter.

DOCUMENT CHECK LIST -Attached as per Annexures



ESCALATION MATRIX

Insurance Company

Escalation Level	Name & Designation	Contact Detail	Email Id
Claims Service Manager	Mr Rahul Latkar, Assistant Manager	8452861094	rahullatkar@rathi.com
Service Relationship Manager (1 st Level)	Mr Monali Wasnik, Deputy Manager	9970773388	monalivasnik@rathi.com
Manager (2 nd Level)	Mr Jigar Joshi, Relationship Manager	7045993170	jigarjoshi@rathi.com
Vice President (3 rd Level)	Ms Sapna Maheshwari, Vice President	9930357213	sapnamaheshwari@rathi.com

Bank of Baroda (For Salary Accounts)

Escalation Level	Name & Designation	Contact Detail	Email Id
Level 1	Mrs. Shruti Singh Senior Manager	011-23448860	Shruti.singh@bankofbaroda.com
Level 2	Mr Rohit Gupta, Chief Manager	9810331983	Rohit.gupta2@bankofbaroda.com
Level 3	Mr V K Sardana, Dy General Manager	9999007917	liabilities.corp.pcc@bankofbaroda.com
	Mr V G Senthilkumar, Dy General Manager	7045660321	depresources.bcc@bankofbaroda.com

Bank of Baroda (For Pension Accounts)

Escalation Level	Name & Designation	Contact Detail	Email Id
Level 1	Mr. T. C. Thakur, Chief Manager	079-66734778	cm.cppcc@bankofbaroda.com
Level 2	Mr. Baban Prasad Sinha, Chief Manager	011-23441359	gb.delhi@bankofbaroda.com
Level 3	Mr. J. K. Jha, Assistant General Manager	011-23448706	gb.delhi@bankofbaroda.com

APPLICATION-CUM-UNDERTAKING TO BE TAKEN FROM EXISTING ACCOUNTHOLDERS

The Branch Manager,
Bank of Baroda
..... Branch

Dear Sir,

BARODA MILITARY SALARY PACKAGE

1. Request for conversion of Savings Bank account to Baroda Military Salary Package

1. I maintain a SB account with your branch and the account number is _____ and I intend to open a new Baroda Military Salary Package SB Account. I am presently employed as _____ with _____, my employee Number is _____ and my Date of Birth is _____. My mobile number is _____.

2. My present address is appended below which may please be incorporated in your records for which I am enclosing a certificate issued from the unit and request you to accept it for satisfying the KYC norms as prescribed by your bank, along with other document(s) as prescribed by the RBI.

3. in this connection, I request that my existing account be converted into a Baroda Military Salary Package account with all its special features.

4. Since I am presently posted at _____/ is being posted to _____; request that my account should be transferred to _____ Branch of BANK OF BARODA for ease of operation.

Yours faithfully,

Name : _____

Date: _____

Address: _____

Place: _____

(with Rank and Decoration/ Address)

The Branch Manager

Bank of Baroda

_____ Branch

Dear Sir,

BARODA MILITARY SALARY PACKAGE - REQUEST FOR ISSUANCE OF NO OBJECTION CERTIFICATE
TO TRANSFER SALARY FROM BANK OF BARODA TO ANOTHER BANK

- 1- I maintain a salary SB account with your branch and the account number is _____ I am presently employed as _____
with Indian Navy and my Personal Number is _____. My present
address _____ is _____

- 2- I request you to issue me a No Dues Certificate as I desire to change my salary bank from
where I draw my monthly salary.
- 3- In the event of failure to issue the NOC within 72 hours, I will assume that BANK OF BARODA
has no dues and will be at liberty to change my salary account from BANK OF BARODA to
another Bank.

Yours faithfully,

Name : _____

Date: _____

Address: _____

Place: _____

(with Rank and Decoration/ Address)

To be submitted to the Bank in duplicate and acknowledgement obtained from the Branch
Manager/ Authorised signatory of BANK OF BARODA on the second copy, duly stamped
including date of receipt by the Bank and signature number of the Bank signatory.

The Branch Manager

Bank of Baroda

_____Branch

Dear Sir,

BARODA MILITARY SALARY PACKAGE REQUEST FOR OVERDRAFT FACILITY

1. I am maintaining a Saving Bank account No. _____ with your branch and my employee Number is _____. At my request, you have agreed to grant me an overdraft limit (facility) of Rs. _____ (Rupees _____ only) which is approximately as per the

features of **BARODA MILITARY SALARY PACKAGE**. I am enclosing photocopy of my salary slips for your ready reference. I have represented to you that the said loan is required to meet my urgent personal/domestic expenses.

2. In consideration of your granting me the above facility, I undertake to liquidate the outstanding in the facility with interest from my next salary (ies) within a period of six months from the date of sanction of the facility. I also undertake and agree to pay interest for the above facility, at the rate applicable to clean overdraft i.e. _____% above BRLLR floating, currently _____ p.a. with monthly rests. I also agree that the said rate of interest shall undergo change from time to time as applicable to an overdraft account.

3. I undertake to repay the facility with interest in such installments as mentioned above and to facilitate such repayment, I hereby authorize you to deduct such amount as may be required from my above account. In case, my salary is not credited to the above account for any reason whatsoever, I undertake to pay the monthly installment with interest on or before the due date.

Yours faithfully,

Witness:

Name :

Address:

Name:

Date

Group Personal Accident Policy Claim Form

THE NEW INDIA ASSURANCE CO LTD

New India Centre, 4th Floor,
17-A, Cooperage Road,
Mumbai-400001

GROUP PERSONAL ACCIDENT - CLAIM FORM

Issuance of this form is not to be taken as an admission of liability

Policy	Claim No.:
Claim Intimation No.	Date of Claim Registration:
Policy No.	Policy Period -
(i) Name of the Salary Account holder (Deceased)	
(ii) Salary Account No. with BOB	
(iii) Name of BOB Branch	
(iv) Code No. of BOB Branch	
(v) Name of Claimant	
(vi) Address of Claimant (Complete address with Pin code)	
(vii) Details of the Accident	
a. Date of Accident:	
b. Time of Accident:	
c. Place of Accident:	
d. Date of Death:	
e. Claim Amount:	

I / We hereby declare that the foregoing statements made by me / us are true in all respects, that I / We have not attempted to conceal from the Company anything with which it ought to be made acquainted and that if I / We have made or in any further declaration the Company may require shall make any false or fraudulent statement or untrue averment whatever, the Claim shall be void and my/our right to compensation forfeited. I am/ We are willing if required, to make and provide to the Company a statutory Declaration of the whole of the foregoing statement or of any other statement made in connection with this claim.

Signature of Claimant

Full Name of Claimant:

E Mail of Claimant Signing Above:

Mobile Number of Claimant Signing Above:

Claim Intimation Letter

Date:

The Manager,

.....
.....
.....
.....

Group Personal Accident Claim Intimation Form

**To be submitted for claiming Personal Accident Insurance on Baroda Military Salary Package
Account Holders of Bank of Baroda**

(Accidental Death/ Permanent Total Disability / Partial Disability Cover)

Issuance of this format for intimation of a claim is not to be taken as an admission of liability.
(To be submitted to Insurance Company within 90 days from the date of Accident)

Dear Sir/ Madam,

This is to certify that **Mr/ Ms**..... **(Account holder Name)**,
(Salary Account No.....**)** holds an active and operative
account with our **BOB branch** **(Bank Branch details)**

Please find the claim intimation details as mentioned below under Policy no.

- (i) Name of deceased account holder:
- (ii) Salary account number:
- (iii) Date of Accident:
- (iv) Date of Death (In case of a death claim):
- (v) Place of accident:
- (vi) Details of accident:
- (vii) Name of Branch and their code:
- (viii) Name of Organisation:
- (ix) Personal / Force number:

Request you to look into the matter and settle the claim on priority.

Regards

AUTHORISED SIGNATORY
Bank of Baroda

Checklist for Claim Intimation (In case of Accidental Death)

Date:

To,
The Manager,
THE NEW INDIA ASSURANCE CO LTD
New India Centre, 4th Floor,
17-A, Cooperage Road,
Mumbai-400001

Sub: Claim intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim.

SN	Document for Accidental Death Claim	Y/N
1	Claim Form duly completed and signed	
2	Original Death Certificate	
3	Original or Certified copy of FIR, Panchnama/ Inquest Panchnama/ Hospital Report	
4	Original or Certified Copy of Post Mortem Report along with Chemical Analysis/FSL Reports (wherever applicable)	
5	Copy of Aadhaar Card of Account holder and nominee or any other officially/legal Valid ID proof	
6	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
7	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
8	Brief Description of the Incident/Accident	
9	If the Documents are in Regional Language, then translation of original documents	
10	NEFT details of the claimant certified by the claimant's bank	
11	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/Joint account holder as per Bank's record)	

Thanking you

Checklist for Claim Intimation (In case of Permanent Total Disability/Permanent partial Disability)

Date:

To,
The Manager,
THE NEW INDIA ASSURANCE CO LTD
New India Centre, 4th Floor,
17-A, Coopergao Road,
Mumbai-400001

Sub: Claim intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim.

Sn	Document for Permanent Total Disability	Y/N
1	Claim Form duly completed and signed	
2	Discharge card along with case history confirmation therein duration & percentage of disability duly certified by the concerned/treating Physician/ Surgeon	
3	All investigation report in original copies* thereof in respect of tests has undergone pertaining to accident	
4	Copy of Aadhaar Card of Account holder and nominee or any other officially/legally Valid ID proof	
5	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
6	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
7	Brief Description of the Incident/Accident	
8	If the Documents are in Regional Language, then translation of original documents	
9	NEFT details of the claimant certified by the claimant's bank	
10	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/Joint account holder as per Bank's record	

Thanking you

Checklist for Claim Intimation (In case of Air Accident Cover)

Date:

To,
The Manager,
THE NEW INDIA ASSURANCE CO LTD
New India centre, 4th Floor,
17-A, Coopergae Road,
Mumbai-400001

Sub: Claim intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim.

SN	Document for Accidental Death Claim	Y/N
1	Claim Form duly completed and signed	
2	Original Death Certificate	
3	Original or Certified copy of FIR, Panchnama/ Inquest Panchnama/ Hospital Report	
4	Original or Certified Copy of Post Mortem Report along with Chemical Analysis/FSL Reports (wherever applicable)	
5	Copy of Aadhar Card of Account holder and nominee or any other officially/legally Valid ID proof	
6	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
7	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
8	Brief Description of the Incident/Accident	
9	If the Documents are in Regional Language, then translation of original documents	
10	NEFT details of the claimant certified by the claimant's bank	
11	Air Ticket using BOB Debit card/ internet Banking/ Boarding Pass to be submitted	
12	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/Joint account holder as per Bank's record)	

Thanking you

Checklist for Claim Intimation (In case of Girl Child Marriage Cover)

Date:

To,

The Manager,

THE NEW INDIA ASSURANCE CO LTD

New India Centre, 4th Floor,

17-A, Cooperage Road,

Mumbai-400001

Sub: Claim intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim

SN	Document for Accidental Death Claim	Y/N
1	Claim Form duly completed and signed	
2	Original Death Certificate	
3	Original or Certified copy of FIR, Panchnama/ Inquest Panchnama/ Hospital Report	
4	Original or Certified Copy of Post Mortem Report along with Chemical Analysis/FSL Reports (wherever applicable)	
5	Copy of Aadhaar Card of Account holder and nominee or any other officially/legally Valid ID proof	
6	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
7	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
8	Brief Description of the Incident/Accident	
9	If the Documents are in Regional Language, then translation of original documents	
10	NEFT details of the claimant certified by the claimant's bank	
11	Birth Certificate/Date of birth proof of girl child	
12	Document showing relationship with deceased Account holder	
13	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/Joint account holder as per Bank's record)	

Thanking you

Checklist for Claim Intimation (In case of Higher Education Cover)

Date:

To,
The Manager,
THE NEW INDIA ASSURANCE CO LTD
New India Centre, 4th Floor,
17-A, Cooperage Road,
Mumbai-400001

Sub: Claim intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim

SN	Document for Accidental Death Claim	Y/N
1	Claim Form duly completed and signed	
2	Original Death Certificate	
3	Original or Certified copy of FIR, Panchnama/ Inquest Panchnama/ Hospital Report	
4	Original or Certified Copy of Post Mortem Report along with Chemical Analysis/FSL Reports (wherever applicable)	
5	Copy of Aadhaar Card of Account holder and nominee or any other official/legal Valid ID proof	
6	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
7	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
8	Brief Description of the Incident/Accident	
9	If the Documents are in Regional Language, then translation of original documents	
10	NEFT details of the claimant certified by the claimant's bank	
11	Birth Certificate of the child/children's	
12	Education fund: Higher Education (only Graduation)- Copy of admission confirmation and certificate from educational institute stating details of full time course in a recognized college in India for Graduation along with duration of course and date of enrolment	
13	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/joint account holder as per Bank's record)	

Thanking you



Checklist for Claim Intimation (In case of Transportation of Dead Body)

Date:

To,

The Manager,

THE NEW INDIA ASSURANCE CO LTD

New India Centre, 4th Floor,

17-A, Cooperage Road,

Mumbai-400001

Sub: Claim Intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim.

SN	Document for Accidental Death Claim	Y/N
1	Claim Form duly completed and signed	
2	Original Death Certificate	
3	Original or Certified copy of FIR, Panchnama/ Inquest Panchnama/ Hospital Report	
4	Original or Certified Copy of Post Mortem Report along with Chemical Analysis/FSL Reports (wherever applicable)	
5	Copy of Aadhar Card of Account holder and nominee or any other official/legally Valid ID proof	
6	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
7	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
8	Brief Description of the Incident/Accident	
9	If the Documents are in Regional Language, then translation of original documents	
10	NEFT details of the claimant certified by the claimant's bank	
11	Original Cash-memos for the expenses incurred for transportation of Account holder body to his/her city of residence	
12	Document eliciting the normal place of residence of the deceased covered under the policy issued. E.g.: Certified copy of electricity bill, telephone bill, etc.	
13	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/Joint account holder as per Bank's record)	

Thanking you

Checklist for Claim Intimation (In case of Cost of plastic surgery/ Burn)

Date:

To,

The Manager,

THE NEW INDIA ASSURANCE CO LTD

New India Centre, 4th Floor,

17-A, Cooperage Road,

Mumbai-400001

Sub: Claim intimation under M/s Bank of Baroda Group Personal Accident Policy No:

Respected Sir,

Enclosed please find the following documents (ticked ✓) for doing needful for settlement of claim.

SN	Document for Accidental Death Claim	Y/N
1	Claim Form duly completed and signed	
2	Original Death Certificate	
3	Original or Certified copy of FIR, Panchnama/ Inquest Panchnama/ Hospital Report	
4	Original or Certified Copy of Post Mortem Report along with Chemical Analysis/FSL Reports (wherever applicable)	
5	Copy of Aadhar Card of Account holder and nominee or any other officially/legally Valid ID proof	
6	Declaration from Bank Home Branch, where account is opened / operated, duly signed by authorized signatory and bank stamp.	
7	Declaration from Bank specifying that the Account holder is through Baroda Military Salary Package SB account and Baroda Military Salary Package Pension SB Account from Indian Navy	
8	Brief Description of the Incident/Accident	
9	If the Documents are in Regional Language, then translation of original documents	
10	NEFT details of the claimant certified by the claimant's bank	
11	Treating doctor's/ Surgeon Certificate	
12	Original Discharge Summary containing all relevant details.	
13	All original bills and their receipts	
14	Copies of all reports and prescriptions	
15	First prescription/ consultation letter from the Doctor	
16	Original Money Receipt duly signed with revenue stamp	
17	Other Suitable document to prove Legal heirs (Applicable in case if claimant is not a nominee/Joint account holder as per Bank's record)	

Thanking you

NEFT Form For Group Personal Accident Insurance (To be submitted by the claimant only)

THE NEW INDIA ASSURANCE CO LTD,
New India centre, 4th Floor,
17-A, Coopergaon Road,
Mumbai-400001

Sir,
I/We furnish below details of my/our bank account to be used for effecting payments due to us by NEFT/RTGS

1.	Registration for NEFT/RTGS payments	
	Name of the Claimant (Account Holder)	
	Category	Group Personal Accident Insurance (Death/PTD) claim / Baroda Military Salary Package Account Holders
	Policy Number	
	Policy Period	
	Claim number, if any, provided (policyholders only)	
	Permanent Address	
	Address for Communication	
2.	Bank Account Details for NEFT/RTGS	
	Name of account Holder/Claimant	
	Bank Name	
	Bank Branch Name	
	Bank Branch Address	
	MICR Code	
	Full Bank Account No. (for NEFT)	
	IFSC Code	

Please attach a copy of a cancelled cheque leaf or Photo copy of the first page of the Bank Pass Book containing the name of account holder, Bank account number, IFSC code. Please verify the details with your bank before submitting.

I/We hereby declare that the particulars given above are correct and express my/our willingness to receive credit of claim proceeds through the mode indicated above. Notwithstanding my/our choice of mode, The New India Assurance Co. Ltd reserves the right to issue a cheque/credit the account in the mode that may seem fit. I/We would not hold New India Assurance Co. Ltd. responsible if the transaction is delayed or not effected at all or credited to an incorrect account for the reasons of incomplete/incorrect information.

Signature of the Applicant (Claimant)

Place:

Date:

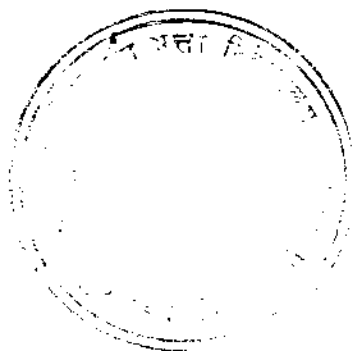
Certified that the Bank Account Details mentioned under item 2 above is correct.

Sign of Authorised Signatory of Bank/ Branch with seal and date

Annexure 16

STATEMENT		
Sr No	Features	Bank of Baroda
1	Eligibility	Direct employee of the Organization and salary should be credited in the account
2	Minimum Balance	Nil
3	Life Time Account No	Available
4	ATM Cum Debit Card	Lifetime Free VISA Platinum Debit Card. Additional Free SELECT Variant of Rupay Debit card for Senior officials. (Additional Rs.10 Lakh Personal Accident Insurance cover under SELECT Debit Card)
5	Transactions at ATM	Free unlimited at all Bank ATM
6	Internet Banking	Free
7	Transactions at Non Home branches	Free unlimited
8	Transfer of Funds between same Bank Branches	Free unlimited
9	Cheque Book	Free unlimited
10	Draft Bankers cheque at Same Bank locations	Free unlimited
11	Draft applied for by Nepali Gorkha Soldiers of Indian Navy for Bonafide for family Remittances, payable at Nepal State Bank Ltd	Free unlimited
12	Nett Charges for Indo Nepal transactions	Free unlimited
13	Salary Family Account	Zero balance account available for spouse
14	Additional personal Accident Death cover in Family Account on Times Points Debit Card	Not available
15	RTGS/ NEFT (Online)	RTGS/ NEFT free for online and through branches
16	Locker Prefer	Available
17	Concession in Locker charges	Discount upto 50% on locker rentals
18	Utility Bill Payment	Free through mobile banking and
19	Auto Sweep Facility	Available on request
20	Passbook	m Passbook integrated with Bank's mobile banking app Passbook updating kiosks available in all major location Free of cost passbook updation in Bank
21	Interest concession on personal Loans	Nil
22	Overdraft facility	Maximum upto Rs. 3.00 Lakhs (Average of two months net salary credit)
23	Special Processing Fees on Auto Loans	100% waiver

24	Motor Insurance	Available at Special rates through our bancassurance channel
25	Tennure of Loan	Maximum 84 months
26	Pre-payment	Nil charges
27	Pre Closure Charges	Nil charges
28	Interest concession on car loans	Concession of 0.25% in applicable ROI of Auto Loan for the employee who has availed Home Loan from Bank of Baroda
29	Interest concession on two wheeler loan	Nil
30	Interest concession on Education Loans	Nil
31	Processing Charges on home Loan	100% waiver
32	Consumer Durable Loan	On the Fly Debit card - Pre-Approved Personal Loan with easy EMI on swipe of Debit Card at all major stores (Reliance Digital, Croma etc.)
33	Investment Service (Mutual Funds)	Facility to invest online in mutual fund through mobile app. Offline mode through branch channel also available
34	Demat Account	100% waiver
35	SMS Email	Free
36	Mobile Banking	Free
37	Phone banking	Free
38	Fixed / Recurring Deposit	Facility of opening Fixed deposit through mobile/internet banking online
39	Credit Card	Life time free Credit Card subject to eligibility criteria. Different card variants based on salary band
40	Forex	Available
41	Account Statement	Available- Monthly on email or through branch
42	Third Party Cash Transaction	
43	Pension Account	The account to be continued as pension account and PAI, PTD and PPD upto Rs. 40 Lakhs cover to be extended till the age of 70* *on regular credit of pension funds
44	New Pension System	Available
45	Wealth	RM with wealth management advisory services for Radiance Customers. Starts with a deposit Relationship of Rs 10.00 lakhs -- QAB to be raise to Rs 50.00 lakh to continue in Radiance program. -- Various discounts on service charges. -- Free Baroda World debit card with host of lifestyle benefits. -- Senior Relationship Manager to handle the operational issues and investment portfolio according to risk-profiling



46	Other features	75% Waiver on issuance charges for Gift/Travel Card Card-less cash withdrawal service from ATM's
47	Microsite	Not available
48	Saving Account Portability	Available at all Branches
49	Accident leading to Permanent Partial Disability & Permanent Total Disability Benefit	Permanent Total Disability up to Rs. 40 Lakhs Permanent Partial Disability up to Rs. 20 Lakhs
50	Add on cover (Applicable in case of accidental death)	Rs. 50 Lakhs* (On duty up to Rs 50 Lakhs & Off duty Rs. 40 Lakhs) *Maximum Personal Accident Insurance Cover available is either 10 times of gross annual income of account holder or any of the above mentioned applicable Insurance Coverage, whichever is less.
51	Easy overdraft up to 02 months' salary subject to min residual service of 06 Months	Maximum limit upto Rs. 3.00 Lakhs (Subject to average of two months Net Salary credit)
52	Setting up of SIS	Available (Standing Instruction)
53	Home loan #	Home Loan ROI ranging between BRLLR to BRLLR + 1% p.a. Special Scheme Baroda Home Loan Advantage Home Loan linked with Savings Bank Account -The Home Loan sanctioned will be linked with Savings Bank Account. -The rate of interest applicable on this SB account will be Zero. Under the scheme, the borrower shall have the option to deposit all his savings in the linked SB account to avail maximum benefit of interest in the Home Loan account. -Any credit available in the linked SB a/c at the end of the day will be counted for credit in linked Home Loan account. -Consequently, the borrower will get the benefit of interest amount reduction in the Home Loan account to the extent of daily outstanding credit balance in the Savings Bank account. -The borrower will remit the Equated Monthly Installments (EMIs) into the linked SB account. -Recovery of EMI will be made by way of auto recovery from linked SB account only.
54	Car loan ##	Car Loan ROI ranging between BRLLR + Strategic Premium to BRLLR + Strategic Premium + 2% p.a.
55	NOC for change of Bankers	Available
56	Jt Account	Free
57	Draft issue	Unlimited Free (No of free drafts per month with a ceiling of Rs 50,000/- each)

Home Loan

LTV

Loan Amount	Margin	LTV Ratio
Loans up to Rs. 30 Lacs	10%	90%
Loans above Rs. 30 Lacs up to Rs.75 Lacs	20%	80%
Loans above Rs. 75 Lacs	25%	75%

Note : GST, Stamp duty, Registration charges, other documentation charges and other expenses like Life Insurance premium etc. are NOT included in the cost of house property to calculate margin / LTV ratio.

Rate of Interest

CIBIL Cut off Score	Rate of Interest	Current ROI
760 and above	1 year BRLLR	6.85*
725 to 759	1 year BRLLR + 0.25%	7.10*
675 to 724	1 year BRLLR + 1.00%	7.85*
(-1) or (0)	1 year BRLLR + 0.25%	7.10*

CAR LOAN

LTV

Loan Amount	Margin	LTV Ratio
Loans up to Rs. 100 Lacs	10%	90%

Rate of interest

CIBIL Cut off Score	Rate of Interest	Current ROI
800 and above	1 year BRLLR + SP + 0.25%	7.35
760 to 799	1 year BRLLR + SP + 0.50%	7.60
725 to 759	1 year BRLLR + SP + 1.00%	8.10
675 to 724	1 year BRLLR + SP + 2.00%	9.10
(-1) or (0)		
a) GMI Rs.40,000/- & above	1 year BRLLR + SP + 0.50%	7.35
b) GMI less than Rs.40,000/-	1 year BRLLR + SP + 1.00%	8.35

Concessions:

- Concession of 0.50% in rate of interest on Car Loans to those applicant/s who offer minimum 50% of Loan limit as liquid collateral security e.g. Fixed Deposit of our Bank, NSC or LIC Policy.
- Concession of 0.25% in rate of interest on Car Loans to our existing Home Loan borrowers who maintain a good track record of repayment without any overdue.

Please note that the above concessions are subject to the condition that applicable ROI should not fall below 1 year BRLLR + Strategic Premium, at any instance.

Note:

Current BRLLR is 6.85 since 01.11.2020 and is subject to change

Risk Premium of 0.05% will remain applicable as per extant guidelines for customers not obtaining credit insurance cover

Baroda Radiance – Premier Banking Services (A joyful and memorable wealth creation journey)

The sun is an excellent representation of what Bank of Baroda stands for, its far reaching rays dispel darkness, to illuminate everything they touch. **Baroda Radiance** embodies the aura and brilliance of the Sun representing an exclusive, reliable and client-centric partner addressing composite financial requirements of our elite clientele.

A team of certified and experienced wealth management professionals will help you devise a customized financial planning program, tailor made especially for you. Being an esteemed Baroda Radiance client grants you access to a team of wealth management professionals who work together for delivering cutting edge financial solutions to you.

Baroda Radiance assures you a joyful and memorable wealth creation journey.

Baroda Radiance comes built in with exclusive privileges ranging from unique experiences to travel advantages, priority service and preferred pricing. Only for you, only with Baroda Radiance.

We are pleased to present to you, Baroda Radiance Wealth Management, a client-centric, oriented and professionally managed financial planning platform which endeavours to be a one-stop solution for your wealth management requirements. As has been the legacy of Bank of Baroda, the objective of this initiative is to be the partner and co-partner with you in your wealth creation journey.

Bank of Baroda Concierge Services

- Travel Assistance
- Travel Assistance
- Pre trip information services
- Inoculation & visa requirements
- Lost luggage assistance
- Lost Passport Assistance
- Embassy referral services
- Lifestyle Assistance
- Lifestyle Assistance
- Restaurant referral
- Flower, Gift, Chocolate delivery
- Hotel/Airline Referrals
- Roadside Assistance
- Roadside Assistance
- Emergency Towing
- Repair on Spot
- Alternative Travel Arrangement
- Medical Assistance
- Medical Assistance
- Improved Healthcare
- Emergency Ambulance Service
- Referral
- Medical Referrals

